

GRANT APPLICATIONS

ROMANIA

Prepared for

East European Regional Housing Sector Assistance Project
Project 180-0034
U.S. Agency for International Development, ENI/EEUD/UDH
Contract No. EPE-C-00-95-001100-00, RFS No. 802



Prepared by

The Urban Institute
PADCO, Inc.
Legum & Norman, Inc.
Opportunity Associates-Romania

under subcontract to

The Urban Institute



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September 1997
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[DRAFT]

FOUNDATION FOR CIVIL SOCIETY DEVELOPMENT

FUNDING REQUEST - PROJECTS AND PROGRAMS

NO. OF PROJECT

I. ORGANIZATION

Organization

Project

Opportunity Associates-Romania ("OAR")

Total Budget Project ECU_____

Pending from FDSC ECU_____

1. Address: St. Av. Mircea Zorileanu 70, Bucuresti 71334, Romania

2. Mailing address: CP

3. Telephone: (401) 2230611

4. Fax (e mail): dana@oar.sfos.ro; marilena@oar.sfos.ro

5. Legal representative of the organization, position

Name

Position

Signature/ Stamp

Dana Nicolescu

Director

6. Juridical status:

Association

7. Banking details:

Name and bank address

Account number

ING Bank

13-15 Kisseleff Blvd Bucharest

Romania

010943893-4

II. PROJECT DESCRIPTION



1. Project Coordinator

Name	Position	Signature
Dana Niculescu	Director	

2. Summary of the Project (no more than 1/4 of a page)

The National Condominium Technical Assistance project was designed to help unit owners establish, register and operate owners' associations. This program was developed by the United States Agency for International Development ("USAID") in 1994. In June, 1997, OAR assumed the administration of the program, which includes three components. The first component, which is being funded by USAID, is currently underway. It includes the creation of a brochure on the registration guidelines for owners' associations and a series of technical and informational manuals on the operation, maintenance and rehabilitation of owners' associations. The second component, from which we are hoping to obtain funds from The Soros Foundation, will provide for the creation of the Romanian Owners' Association Resource Center, which will be located in the offices of OAR in Bucharest. The Center will be staffed by an Administrator who will respond verbally and in writing to questions and comments concerning the registration, operation, and management of owners' association. This component will also include the printing and demonstration of the brochures and manuals which are being created as part of the first component. The third component of the program, for which funds are being requested from FDSC, will be comprised of expanding the program's information dissemination efforts to include training of representatives of owners' associations, individuals who want to become professional property managers, and service providers on various aspects of the operation of owners' associations. This training component will consist of the development of training modules in various specific topics, such as financial management of condominium associations, preventive maintenance, planning for rehabilitation, working with building contractors, and property management. This component will also include making logistical arrangements for and delivery of twenty training workshops to be conducted throughout the country.

3. Project objectives (Please focus on 3 objectives)

The goals of the three program components of the National Condominium Technical Assistance project are briefly discussed above in item number two. The specific objectives of the third component (the development and delivery of twenty workshops on the operation of owners' associations), for which funds are being requested in this application are as follows:

- To increase owners' awareness of the operations of owners' associations in their buildings;
- To increase citizen participation in democratic bodies; and
- To improve the conditions under which Romanians live.

We hope to meet these objectives by offering training modules in various topics related to the operation of owners' associations to the general public. The topics of the training sessions will be as follows:

- The roles and responsibilities of the Executive Board;
- Communications and interpersonal management skills;
- Developing a management plan;

- Developing and enforcing the rules;
- Relations with government agencies;
- Facilities maintenance;
- Contracting;
- Financial management; and
- Managing the property.

4. Project justification (no more than 1/4 of a page) explain real needs the project is answering, the way you identified the needs, similar approaches of other institutions, including NGOs you know about.

The proposed project addresses the needs of apartment owners throughout the country. As a result of the massive privatization of apartments which began after the Revolution, in October, 1996, Parliament passed a law which requires that owners' associations be established and registered for all multifamily apartment buildings by October, 1997. Although USAID has undertaken a technical assistance project to aid in the establishment and operation of owners' associations, because of the 1996 law, information regarding the registration and operation of these associations will need to be disseminated on a nationwide basis in a short period of time. The local governments of numerous cities and towns have expressed a need to have such information and a willingness to participate in disseminating it to their citizens, as there are upwards of 300,000 multifamily apartment buildings in Romania. Some of these cities include Sectors V and VI of Bucharest, Craiova, Alexandria, Braşov, Oradea, and Focşani. In 1994, USAID launched a Condominium Technical Assistance Program in Brasov, with the goal of encouraging the formation of condominium owners' associations in recently privatized multifamily buildings. The program was designed to help replace largely ineffectual Tenants' Associations with better-trained owners' associations capable of carrying out ordinary building management and operations, and to create a legal basis for owners to manage and maintain their buildings using democratic decision-making principles. In 1995, the demonstration program was expanded to include the cities of Oradea and Focşani. This program was very successful, and led to the creation of numerous owners' associations in these cities, as well as the creation of various technical publications. These publications are currently in the process of being rewritten and should be disseminated throughout the country. Dialog, which has offices in six cities, has begun to disseminate basic information on a small scale.

5. Description and plan of the project (DIP)

Month	Beginning Date	Ending Date	Planned Activities	Target Group	Expected Results	Notes
1/98	1-1	1-31	<ul style="list-style-type: none"> • Develop training curricula • Identify 16 locations for presentations outside of Bucharest • Develop indicators for measuring program success 	Unit owners, those interested in starting property management businesses, and service providers.	Training curricula on various aspects of condominium operation will be developed and workshop locations will be chosen.	



Month	Beginning Date	Ending Date	Planned Activities	Target Group	Expected Results	Notes
2/98	2-1	2-28	<ul style="list-style-type: none"> Begin coordination with local governments for meeting space, publicity, and support. Provide training for trainers. Prepare and execute agreements with experts and presenters. Design and print informational flyers for distribution prior to workshops. 	<p>Owners' Associations experts (who will lead training workshops).</p> <p>Unit owners, those interested in starting property management businesses, and service providers.</p>	At least ten trainers will be trained to give instruction on the operation of Owners' Associations; promotional materials for workshops will be developed.	
3/98	3-1	3-31	Conduct three workshops.	Unit owners, those interested in starting property management businesses, and service providers.	Representatives from at least 90 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.	
4/98	4-1	4-30	Conduct three workshops.	Unit owners, those interested in starting property management businesses, and service providers.	Representatives from at least 90 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.	
5/98	5-1	5-31	Four workshops will be held.	Unit owners, those interested in starting property management businesses, and service providers.	Representatives from at least 120 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.	
6/98	6-1	6-30	Conduct two workshops.	Unit owners, those interested in starting property management businesses, and service providers.	Representatives from at least 60 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.	



Month	Beginning Date	Ending Date	Planned Activities	Target Group	Expected Results	Notes
7/98	7-1	7-31	Develop questionnaires for seminar participants.	Unit owners, those interested in starting property management businesses, and service providers.	Mechanism will be developed to quantify results of the workshops.	
8/98	8-1	8-31	—	—	—	—
9/98	9-1	9-30	<ul style="list-style-type: none"> Distribute questionnaires to Spring workshop participants. Conduct four workshops. Prepare second grant application for submission to FDSC. 	Unit owners, those interested in starting property management businesses, and service providers.	<p>Representatives from at least 120 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.</p> <p>Grant application will be completed.</p>	
10/98	10-1	10-31	<ul style="list-style-type: none"> Conduct four workshops. Submit grant application to FDSC. Analyze completed questionnaires. 	Unit owners, those interested in starting property management businesses, and service providers.	<p>Representatives from at least 120 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.</p> <p>Grant application will be completed.</p> <p>Tangible results of Spring workshops will be quantified.</p>	
11/98	11-1	11-30	<ul style="list-style-type: none"> Conduct two workshops. Distribute questionnaires to Fall workshop participants. 	Unit owners, those interested in starting property management businesses, and service providers.	Representatives from at least 60 owners' associations, potential property managers, and service providers will have received training on various aspects of operating owners' associations.	



Month	Beginning Date	Ending Date	Planned Activities	Target Group	Expected Results	Notes
12/98	12-1	12-20	<ul style="list-style-type: none"> Analyze completed questionnaires. Prepare year-end report and program evaluation for FDSC. 	Unit owners, those interested in starting property management businesses, and service providers.	<p>Tangible results of Fall workshops will be quantified.</p> <p>Evaluation of program successes, areas of improvement required, and recommendation for program continuation will be completed.</p>	

6. Explain how have you identified the target group

The target group was identified through USAID's technical assistance project, during which the City Halls of Braşov, Oradea and Focsani demonstrated the need to have their citizens educated in the establishment, registration and operation of owners' associations. Since the new law was passed, citizens from throughout Romania have clamored to the municipalities in order to obtain as much information as possible on owners' associations. In addition, citizens recognize the opportunity for the creation of a new professional group to manage and maintain apartment buildings. The demand for information has exceeded the City Halls' knowledge of owners' associations and their capacity to disseminate information. The Ministry of Public Works has also identified the need to create clear guidelines on the establishment of owners' associations, and fully supports initiatives in this regard on the part of USAID and the NGO community.

7. Explain if and how the beneficiaries are involved in the project

The beneficiaries, or target groups will be directly involved in this project, as they will be the recipients of the twenty training workshops which have been proposed in this application. They are currently involved in other components of the project which are being and will be funded by other donors: representatives of owners' associations, individuals who want to become property managers, and service providers will be invited to attend a seminar in on of ten Romanian cities on the establishment and registration of owners' associations; and all owners' associations will be able to obtain oral and written information from Romanian Owners' Association Resource Center.

8. Describe your experience in similar projects

OAR is a fully registered Romanian non-profit, non-governmental, private voluntary organization was founded in 1993 to provide training and technical assistance to non-governmental organizations. Its mission is to strengthen democracy in Romania by supporting the development and sustainability of the NGO sector, and by promoting linkages between NGOs and the governmental and for-profit sectors. Since its founding, OAR has led twenty six-week workshops in its process-training program, which covers the fundamentals of human resources, including personal awareness, interpersonal communications, problem solving, conflict resolution, group development and learning, and design and delivery of experiential training events. The establishment of owners' associations, which are essentially non-profit organizations similar to NGOs, calls for the widespread dissemination of these kinds of skills. OAR is currently a subcontractor to USAID, and is assisting in the creation and dissemination of brochures and manuals on the establishment, registration and operation of owners' associations, as well as the organization and delivery of seminars in ten cities throughout Romania on the establishment and registration of owners' associations in compliance with the new housing law.

9. Partnership (if there are more NGOs involved)

OAR will work with the Dialog Offices in six cities and the Soros Foundation to publicize the twenty training workshops and to disseminate information on the establishment, registration and operation of owners' associations throughout the country.

10. Expected results

Month	Expected results	Evaluation methods	Notes
1/98	Training curricula on various topics related to the operation of owners' associations.	Survey of workshop participants regarding the effectiveness and usefulness of the course content.	
2/98	Ten trainers will be trained to give workshops on various topics related to the operation of owners' associations.	Survey of workshop participants regarding the quality of instruction.	
2/98	Promotional flyers for workshops will be developed.	Number of workshop participants.	



Month	Expected results	Evaluation methods	Notes
3/98 4/98 5/98 6/98 9/98 10/98 11/98	Workshops on various topics related to the operation of owners' associations will be conducted for at least 660 representatives of owners' associations, persons intending to become professional property managers and service providers in the following topics: <ul style="list-style-type: none"> • The roles and responsibilities of the Executive Board • Communications and interpersonal management skills • Developing a management plan • Developing and enforcing the rules • Relations with government agencies • Facilities maintenance • Contracting • Financial management • Managing the property 	Workshop participants will be surveyed in the Spring and Fall of 1998 to determine the following: <ul style="list-style-type: none"> • The number of associations which have a functioning executive committee • The number of associations which have a functioning financial auditing committee • The number of associations which have developed a management plan • The number of associations which have successfully contracted with service providers • The number of associations which have hired professional management • The number of people who have started property management businesses 	
10/98 12/98	Analysis of questionnaires of Spring and Fall workshop participants	The number of people who completed the questionnaires and the total number of unit owners affected by the courses (number of units in each association represented by course participants).	

11. How you intend to continue the project after the funding will end (ways, potential funders) [OAR to complete]

12. Financial details

Budget item	FDSC contribution	NGO's contribution	Other funding sources	Total ECU	Notes
1. Personnel costs (no* months *monthly wage) - full time - collaborators	Program Coordinator: \$416/mo X 11 mo. = \$4,572; Program Assistant: \$383/mo X 11 mo. - \$4,212; Trainers (2 per 20 sites - 3 days/ trainer/ site): \$95/day X 120 days = \$11,400. Total wages: \$20,184		USAID: \$14,742 Soros (requested): \$25,496 Total: \$40,238		
2. Transportation costs * intern * international * per diem	Internal: 20 train trips for 2 trainers, (20 X 2) X \$28 = \$1,120. Local travel for 2 trainers for 20 workshops, (20 X 2) X 10 = \$400. Lodging for 2, 4 nights each (in Bucharest), (2 X 4) X \$50 = \$400. Lodging for 2, 16 nights each (outside of Bucharest), (2 X 16) X \$25 = \$800. Per diem for 2, 8 days each (in Bucharest) (2 X 8) X \$35 = \$560. Per diem for 2, 32 days each (outside of Bucharest) (2 X 32) X \$25 = \$1,600. Total travel: \$4,880.		USAID: \$3,818 Soros (requested): \$358 Total: \$4,176		
3. Training and conferences (participants*costs* days*)	Conference room and facilities for 20 sites: 20 X \$200 = \$4,000.		USAID: \$1,750		
4. Publications (format*pages*cost* quality)	Publicity flyers for 20 sites: 15 X \$20 = \$300		USAID: \$150 Soros (requested): \$10,000. Total: \$10,150		
5. Equipment (including transport)	-0-		Soros (requested): for computer, fax/printer/ copier, and phone line: \$2,450		
6. Office supplies (type, costs)	-0-		Soros (requested): \$600		



Budget item	FDSC contribution	NGO's contribution	Other funding sources	Total ECU	Notes
7. Administrative costs (costs, time)	Communications: \$600		USAID: \$375 (communications) Soros (requested): \$1,200 (postage), and \$2,400 (rent and utilities) Total: \$3,975		
8. Other expenses	-0-		Soros (requested): \$348 (for newspapers)		
TOTAL ECU	\$29,964		\$63,787		

III. ANNEXES *[To be attached by OAR]*

1. One copy of the by-laws and court decision
2. CVs for the project coordinator entitled to represent the organization
3. Annual budget of the organization - revenues
1996 _____ 1997 _____
4. Annual budget - expenses
1996 _____ 1997 _____
5. Members (including volunteers)
6. Purpose of the NGO
7. Mention if the NGO offers services for the public (list them if there are any) and if it offers services on a fee basis
8. Mention two major projects realized by your NGO
9. List similar NGOs you collaborate with (in the country or abroad)

GRANT APPLICATION TO THE SOROS FOUNDATION

[D R A F T]

REQUEST TO THE SOROS FOUNDATION PROLOG GRANT PROGRAM

FOR:

**THE NATIONAL RESOURCE CENTER
FOR CONDOMINIUM OWNERS' ASSOCIATIONS**

REQUEST SUBMITTED BY:

OPPORTUNITY ASSOCIATES – ROMANIA

[DATE], 1997

I. CAPACITY OF THE APPLICANT ORGANIZATION

Opportunity Associates – Romania (OAR) is a Romanian organization founded in 1993 to provide training and technical assistance to non-governmental organizations. Its mission is to strengthen democracy in Romania by supporting the development and sustainability of the NGO sector, and by promoting linkages between NGOs and the governmental and for-profit sectors

OAR is a fully registered Romanian non-profit, non-governmental, private voluntary organization overseen by a functioning board of directors. All trainers, board members, and staff are Romanian. Since its founding, OAR has led twenty six-week workshops in its process-training program. The workshop program covers fundamentals of human resources, including personal awareness, interpersonal communications, problem solving, conflict resolution, group development and learning, and design and delivery of experiential training events. These programs provide participants with basic training skills that will enhance the functioning of their own organizations. A fundamental component of each training program is the completion of an action plan detailing how participants will apply that they learned from the workshop in their own NGO and how they would like to be involved in training and evaluations. Several advanced training of trainers workshops have been conducted for selected graduates.

In all, over 450 participants have been trained and over 70 NGO leaders have served as trainers for OAR workshops. Training has also been provided through workshops on lobbying skills, evaluation skills training, counseling skills. A two-week training on organizational development was held for the United Nations Business Center in Bucharest *[date to be provided by OAR]*.



OAR's clients include:

- UNICEF
- Support Centers International (US)
- Peace Corps (US)
- Youth Foundation
- Aid to Artisans (US)
- Catholic Relief Services (US)
- Charity Evaluation Services (UK)
- The Romanian League for Mental Health
- Society for Contraceptive Education
- Regional Environmental Centre (Hungary)
- Help the Age
- Master Forum – PALTIN
- Association for Physically Disabled
- United Nations Development Fund
- United Nations High Commission for Refugees

In addition to strong training skills, OAR has extensive experience in providing technical assistance. During the past three years, OAR has provided more than 500 days of technical assistance to Romanian NGOs *[OAR to provide details]*. Most notably, OAR members played key roles in the evaluation teams during the recent World Learning/Democracy Network Project needs assessment that evaluated more than 500 Romanian NGOs.

OAR currently has a contract to develop an educational and technical assistance program for USAID, the result of which will be the production of an extensive library of technical resource materials to assist new owners' associations with operation and management of their buildings.

II. PROBLEM ASSESSMENT AND DEMONSTRATION OF NEEDS

After the transformation of the economy in 1990, housing which was transferred from the state to municipalities began to be privatized. Today, individuals own over 90 percent of the Romanian housing stock. Decades of neglect and little or no maintenance have created a physical and financial hardship for almost all multi-family building owners and residents. Owners of apartments now face the realities of operating, maintaining and rehabilitating a deteriorated housing stock with limited resources. The new Housing Law (114/96) requires the creation of owners' associations in all multi-family buildings by the end of October 1997. As a result, owners will have a mechanism, an association with legal standing, to not only control how their buildings are operated, but also to give them a voice in determining how their leadership is chosen and be able to influence planning for the future rehabilitation and modernization of their buildings.

It is estimated that there are upwards of 300,000 multi-family apartment building in Romania. They will be required by the new housing law to register owners' associations this year. No institutional resources exist at any significant level, except as noted below, to assist owners with the process of organizing an owners' association and registering the associations with the appropriate office in the local jurisdiction. The procedures for registration have not yet been promulgated by the Government of Romania. Once the

procedures are available, literally millions of citizens—owners of privatized apartments—will be seeking guidance for the process of organizing and registering associations in their buildings.

III. HISTORY OF USAID'S PROGRAM

In 1994, USAID launched a Condominium Technical Assistance Program in Braşov, Romania, with the goal of encouraging the formation of condominium owners' associations in recently privatized multifamily buildings. The program was designed to help replace largely ineffectual Tenants' Associations with better-trained owners' associations capable of carrying out ordinary building management and operations, and to create a legal basis for owners to manage and maintain their buildings using democratic decision-making principles.

In 1995, the demonstration program was expanded to include the cities of Oradea and Focşani. Some 50 buildings were directly assisted to register owners' associations under legal procedures developed by the program to overcome the lack of a condominium law *per se*. A public information and media campaign led to the distribution of a condominium operations manual and other written materials to many buildings in the three demonstration sites and in other cities throughout Romania.

The objectives of this program were twofold: first, to build a system to facilitate the long-term maintenance and improvement of the existing housing stock as responsibility passed from the municipality and Tenant Associations to the owners themselves; and, second, to empower citizens to make important decisions affecting their lives and property at a basic level of social organization—the residents. This kind of organizational assistance complemented other civil society activities currently underway in Romania, and reinforced the important role of the citizen within the community.

The training and technical assistance to interested building committees, preparation of owners' association training manual and other financial and operational documentation, publicity video, TV appearances, etc. were undertaken by a mixed team of U.S. and Romanian experts from technical and legal backgrounds. The city hall of Braşov strongly supported the initiatives and nominated a city hall coordinator to assist project efforts.

As a result of the program in Braşov, Oradea, and Focşani, some 50 to 60 associations were directly assisted and at least 20 have registered as condominiums. Numerous seminars and training programs were held with municipal officials, owners and tenants. A public information campaign led to the distribution of an operations manual and other written materials to a number of other buildings in the same cities. Oradea's city hall also strongly supported the initiatives and nominated a city hall coordinator to assist project efforts. The mayor of Focşani took a very active role in the program to help assure its success.

Since the legal basis for condominium associations was lacking in 1993, a legislative reform component was included in the pilot project.

With passage of a Romanian Condominium Law in October 1996 (the result of an effort initiated in the demonstration program), all multifamily buildings are required to form legal Owners' Associations. Now that National Housing Legislation has been approved, buildings have until October, 1997 to become legal entities as owners' associations and register with the Trial Court. This legal mandate, coupled with a continuing decline in building conditions, has generated substantial demand for information and for assistance



with condominium ownership and management. Under the current phase of the program, emphasis is placed on dissemination of information and consolidation of work done to date. USAID will also assist in institutionalizing the program through a local Romanian organization as a transition of program close-out.

While the October date is not a hard and fast deadline, as it approaches and the pending implementation procedures are approved by the Interior Ministry owners, will be seeking assistance at a level of intensity never before seen in the country.

IV. GOALS AND OBJECTIVES

While substantial groundwork was accomplished during the four years of the Pilot Program, the direct effect of the program was relatively small because it focused on only three cities. The legislative changes, with the requirement that buildings constitute themselves as legal owners' association entities, coupled with a continuing decline in building conditions has provoked considerable interest on the part of owners seeking to receive assistance. These changes have also been the impetus to transform the demonstration program to a full-scale national owners' association information resource and training program which will be viewed as a creditable and responsive.

The goal of the program is to increase owners' awareness of the establishment and operation of owners' associations in their buildings, to increase citizen participation in a democratic body, and to improve the conditions under which they live. The objective of the program which is being proposed under this application is to create the national resource center described in the preceding paragraph. The function of the center, which will be called the Romanian Owners' Association Resource Center ("ROARC") will be to offer informational assistance to increase awareness, understanding and knowledge of Owners' Associations as a vital mechanism for operating, maintaining and rehabilitating buildings that house its inhabitants.

The ROARC responds to the expressed interests and desire of the Ministry of Public Works and Housing for assistance in the transition to private management and maintenance of the housing stock codified through past and present legislation. It also responds to the specific needs of owners to enable them to better maintain housing quality. The national program that USAID has launched will parallel the passage and implementation stages of the new legislation on owners' association, and will provide support to its successful implementation, through the following vehicles:

- Assistance to the Ministry of Public Works (MPW) and parliamentary Committee in drafting of implementation regulations.
- Preparation of basic pamphlet describing the implementation of the law and registration of owners' associations and mass dissemination by OAR through City Halls and other means.
- Publicity campaign through mass media training campaign for apartment owners in owners' association formation, legal registration, building management and building rehabilitation.
- Support to the municipal government officials in working with owners' associations.

The Romanian Owners' Association Resource Center and informational assistance program is comprised of three parts:

- **Component 1** is currently being funded by USAID through January 31, 1998. During this component of the program, the contractor is developing and producing a pamphlet on registration guidelines for owners' associations, and a series of technical and informational manuals on the operation, maintenance and rehabilitation of owners' associations. Additionally, the program provides for presentations by local experts in ten (10) cities throughout Romania on the registration process and general information on creating and operating an owners' association.
- **Component 2** is the program component for which this grant application is being submitted. The grant will provide funds for the creation of the Romanian Owners' Association Resource Center which will be located in the offices of OAR in Bucharest. The Center will be managed by Dana Nicolescu, Program Coordinator, and Marilena Ilescu, Program Assistant. It will be staffed Center Administrator to be hired in October 1997. The Center Administrator will work thirty hours per week. From an appropriately equipped office, the Center will respond verbally and in writing to questions and comments concerning the registration, operation and management of owners' associations. It is expected that the Center will handle upwards of 400 inquiries per month. Grant funds are also being requested for the re-printing of program pamphlets and documents (which are initially being written and produced under Component 1). The Center is intended to become the primary resource for information on owners' associations.
- **Component 3** of the program will be the basis of a grant application to The Civil Society Development Foundation. Expanding of the program's information dissemination efforts to include training is important to ensure owners have access to more detailed information for operations and management of their owners associations. This training component will consist of the development of training modules in various specific topics, such as financial management of condominium associations, preventive maintenance, planning for rehabilitation, working with building contractors, and operations management. The funding requested for the foundation will also cover the logistical arrangements and related costs for twenty training sessions, which will be conducted throughout the country. Through these training sessions, experts and trained presenters will reach an expected 4,000 owners and other interested individuals.

V. METHODS THROUGH WHICH GOALS AND OBJECTIVES OF THE PROJECTS WILL BE REACHED

Managed by a Program and Assistant Coordinator from OAR who will supervise the Center Administrator of ROARC, the Center's primary objective will be to become a credible and respected resource for information throughout Romania on the formation, operation and management of owners' associations. If there is no consistent and reliable source of information and documentation, there will be significant problems for those seeking guidance and support for their owners' associations. The establishment of the Center will create a resource for condominium owners and owners' associations which seek to obtain information and technical assistance.



Through care in selecting the most qualified individual to be the Center Administrator, and by providing training and orientation to that person prior to his/her assumption of duties, we will be assured that the Center will be operated in a competent manner. In order to respond to requests for information not readily available, the Center Administrator will have access to experts in the registration and operation of owners' associations. This access will enable the Center Administrator to provide knowledgeable and accurate information to the public in a timely fashion.

The Center Administrator will be in a position to receive inquiries from the public by telephone, fax, letter or through personal visits to the office. They will respond by telephone, fax, or letter to each inquiry. If a question requires input from experts in a particular field of condominium formation and operation, such as a lawyer, municipal representative, or engineer, the Center Administrator will contact one of the experts affiliated with the condominium program to obtain this information.

The Center will have an extensive library of technical and informational materials which are being developed under the USAID component of the three part condominium program. This will be an important resource for those seeking more detailed information about the operation of owners' associations. Pamphlets on the establishment and registration of owners' associations may be provided to the public at no cost. Detailed or technical documents may be sold at a price designed to cover both direct and indirect costs of production, handling and mailing. The Center will send these to individuals or entities which request them.

In addition to the activities described above for which Soros grant funds are being requested, and those currently being funded by USAID, OAR will submit a grant proposal to The Civil Society Development Foundation before the end of November, 1997 to fund the activities of Component Three of the Condominium program.

It is expected that Ministry of Public will assist in obtaining national network TV coverage for Center publicity.

VI. IMPLEMENTATION OF THE PROJECT

The ROARC project is conceived as an effort on the part of USAID-Romania and OAR, and will be structured to implement programs and support throughout the country, with a central coordination office in Bucharest managed and operated by OAR.

As described in Section IV, the national condominium program is currently underway and is funded through USAID. The program has been designed to consist of three separate components which are related but can operate independently. The following is a detailed description of each component with a proposed time line.

Component 1 (funded by USAID)

July, 1997

- Complete preparation of revised manual on building renovation for owners' associations.



August, 1997

- Have renovation manual translated, reviewed and augmented by Romanian condominium experts.
- Prepare outlines of nine manuals on various topics related to the operation of owners' associations.
 - The roles and responsibilities of the Executive Board
 - Communications and interpersonal management skills
 - Developing a management plan
 - Developing and enforcing the rules
 - Relations with government agencies
 - Facilities Maintenance
 - Contracting
 - Financial management
 - Managing the property
- Prepare grant application for submission to the Soros Foundation.

September, 1997

- Have translated renovation manual printed (1,000 copies).
- Prepare draft of nine manuals for which outlines were prepared in August.

October, 1997

- Complete first draft of manuals and submit to USAID and Romanian Condominium experts.

November, 1997

- Finalize manuals.
- Begin translation of manuals into Romanian.

When Ministry of Public Works issues regulations for implementing the Condominium Law

- Within 30 days of receiving the regulations, prepare first draft of a pamphlet describing the establishment and registration of owners' associations.
- During that time, OAR will train Romanian condominium experts and others on presenting information to the public on the establishment and registration of owners' associations.
- Within 30 days of completion of the draft pamphlet, have it translated, reviewed and augmented by Romanian condominium experts.



- During that time, OAR will contact the City Halls of ten cities (Bucharest, Braşov, Cluj, Constanţa, Iaşi, Oradea, Piteşti, Suceava, Timişoara, and Vaslui) and obtain demographic information about the number of multifamily apartment buildings, number of registered owners' associations, etc., and make the logistical arrangements for presentations to be conducted on the establishment and registration of owners' associations. At that time, the City Halls will be asked to publicize the presentations.
- Within 15 days of finalization of the pamphlet, do an initial printing of 5,000 copies.
- Immediately upon printing of the pamphlets, within the next two to three months, presentations on the establishment and registration of owners' associations will be conducted in the ten cities named above.

Component 2 (Activities for which funds are being requested by the Soros Foundation)

October, 1997

- OAR will hire a Center Administrator (CA) will be hired for 30 hours per week to respond to telephone calls, written communications including facsimile and letters. OAR will provide intensive training to the Center Administrator, augmented by input from the Romanian condominium experts.
- OAR will begin the process of establishing the Romanian Owners' association Resource Center (ROARC) to provide a clearinghouse for information and guidance on activities concerning the registration, operation and maintenance of owners' associations. The center will be located in the offices of OAR, sharing rent, utility and maintenance expenses. Separate telephone line will be installed, computer, printer and facsimile will be purchased for the exclusive use of ROARC.

**November, 1997**

- OAR and the CA will notify Mayor's offices throughout Romania of the opening of ROARC and ask them for support to distribute information about the Center and the services it provides.

January, 1998

- The CA will competitively bid additional printing of manuals, pamphlets and other documents necessary to provide appropriate information to owners' association representatives and owners.

February, 1998

- CA will prepare and distribute questionnaire to all who have contacted Center to collect and evaluate information regarding the results of the services provided.
- OAR will prepare report for Program Coordinator and Soros.

May, 1998

- CA will distribute, collect and evaluate second questionnaire. OAR Program and Assistant Coordinator will identify level of activity, quality of responses, additional technical resources needed and overall quality of program.

September, 1998

- CA will prepare summary of activities, evaluations and recommendations and submit to OAR Program Coordinator.
- OAR will prepare grant year-end report and comprehensive evaluation of program successes, areas of improvement required and recommendations for continuation of program.
- OAR will prepare grant request for next year



Component 3 (Activities for which funds will be requested from The Civil Society Development Foundation)

January, 1998

- In connection with manuals prepared under the Component 1 (the USAID funded portion of the program), OAR will develop curricula for training seminars/workshops on each topic
- OAR will identify 19 cities in which to conduct presentations.
- OAR will develop indicators for measuring the success of the program.

February, 1998

- OAR will begin coordination with Mayor's offices for meeting space, publicity and support.
- OAR will provide training for presenters.
- OAR will prepare and execute agreements with experts and presenters.
- OAR will design and print informational flyers for distribution prior to presentations.

March, 1998

- Three seminars will be held.

April, 1998

- Three seminars will be held.

May, 1998

- Four seminars will be held.

June, 1998

- Two seminars will be held.

**July, 1998**

- OAR will develop questionnaires for seminar participants to quantify the results of the program.

September, 1998

- OAR will distribute questionnaires to those participants who attended the Spring seminars.
- Four seminars will be held.
- OAR will prepare second grant application for submission to the Foundation

October, 1998

- Four seminars will be held.
- OAR will submit grant proposal the Foundation.
- OAR will analyze the returned questionnaires.

November, 1998

- Two seminars will be held.
- OAR will distribute questionnaires to those participants who attended the Autumn seminars.

December, 1998

- OAR will analyze returned questionnaires.
- OAR will prepare final year-end report and comprehensive evaluation of program successes, areas of improvement required and recommendations for continuation of program for submission to the Foundation.

VII. TRAINING MATERIALS

Below is a listing of the manuals and publications which are being developed under Component 1 (the USAID-funded portion of the program). USAID funds will cover the printing of 5,000 copies of item 1, and 1,000 copies of individual pieces or a combined document of items 2-11. We are requesting funds in this proposal The Soros Foundation to provide for additional printing of these publications in January, 1998.

1. Pamphlet produced to explain how to registration an owners' association
2. Roles and responsibilities of the Condominium Executive Committee
3. Managing the property



4. Facilities maintenance
5. Contracting
6. Financial Management
7. Communications and interpersonal management skills
8. Developing and enforcing the association rules
9. Developing a management plan
10. Relations with government agencies
11. Comprehensive manual on the process of undertaking major renovations to association buildings

Materials will be produced by OAR to train the presenters, to include:

- Personal awareness
- Interpersonal communications
- Problem solving and conflict resolution
- Group development and learning
- Preparing materials to be delivered
- Speaking skills enhancement

In addition to the above materials additional training documents will be developed by OAR to enhance the productivity and responsiveness of the Center Administrator. These documents include:

- Telephone skills
- Dealing with difficult people
- Office product use and maintenance
- Computer software and hardware
- Business writing

VIII. EVALUATION AND REPORTING

Periodic evaluation of the information requested and provided will allow for adjustments to written materials on a quarterly basis during the initial year of operation and semi-annually thereafter.

In February, 1998 and each quarter thereafter, the Center Administrator will conduct a survey of all individuals and organizations that have contacted ROARC to determine if needs and objectives were met, inquire how the service of the center could be improved and evaluate responses. The Center Administrator will prepare a report with detailed evaluations of services provided with recommendations to the Program Coordinator (OAR) and the PROLOG grant administrator.

Semi-annually, a summary report containing the number and type of inquiry will be provided both the Program Coordinator and the PROLOG grant administrator.

At the end of the tenth month of the grant period, the Program Coordinator will prepare a detailed summary of activities, including the number and type of contacts and nature of inquiries. A summary of surveys will be provided to the Soros PROLOG Grant Administrator along with recommendations.



IX. BUDGET

(See separate budget)

PROLOG

PROJECT RESUME

1. NAME OF PROJECT Establishing a National Resource Center for Condominium Owners' Associations

2. NAME OF ORGANIZATION Opportunity Associates - Romania

 Address: P.O. Box 41-98
 Bucharest 41, Romania

 Telephone/Fax: (40-1) 223 06 11

3. CONTACT PERSON: Dana Nicolescu

 Address: P.O. Box 41-98
 Bucharest 41, Romania

 Telephone/Fax: (40-1) 223 06 11

4. MAIN GOAL OF THE PROJECT

 Annex No. 2 of the Housing Law, passed in October 1996, requires that all residential multi-family buildings with privatized units establish and register an owners' association. The principal goal of this project is to provide information and technical assistance for establishment and management of owners' associations throughout the nation, and to increase the capacity of owners' associations to operate as independent decision making entities in accordance with democratic principles.

5. SHORT DESCRIPTION OF THE PROJECT

 This project will consist of establishing and operating (for one year) a national center in Bucharest to serve as a clearinghouse for information and assistance useful to condominium owners' associations. The center will share office space with Opportunity Associates - Romania (OAR), and will be staffed by one person working thirty hours per week. The center will disseminate written materials (produced with funding from USAID) on a variety of topics, such as: establishment and registration of owners' associations, financial management of owners' associations, meeting and election procedures, planning for building renovation and major repairs, conducting building inspections, and preventive maintenance. In addition, the center will provide responses, by telephone, letter, and fax, to inquiries regarding legal, financial, and engineering issues, and will be able to draw upon the expertise of individual experts trained under the previous USAID program.

6. AMOUNT NEEDED USD: 42,852

7. DATES Start: 10/1/97 End: 9/30/98

8. HAVE YOU TRIED TO OBTAIN MONEY FROM OTHER SOURCES?



USAID established a demonstration technical assistance program in 1993 to encourage the formation of owners' associations in multi-family apartment buildings in Braşov with the goal of improving the operation of newly privatized housing. This program, which was expanded in 1994 to include Oradea and Focşani, resulted in the establishment of owners' associations in these three cities. Written materials were prepared on how to establish, register, and operate owners' associations. A public information campaign led to the distribution of these materials throughout the three cities and elsewhere in Romania. The program was very successful, and received enthusiastic support from the participating unit owners as well as the local governments in the demonstration cities.

Under its current program, USAID will complete the preparation of written materials on condominium operations and revise existing materials where necessary to comply with the requirements of the new Housing Law. After a nation-wide survey, USAID selected OAR as the Romanian NGO most suitable for carrying on the program of assistance to owners' associations, and will provide limited funding to OAR during a transition period when OAR will develop its capacity to serve as a provider of information and assistance to new owners' associations. USAID plans to end its financial support to the condominium program as of January 31, 1998.

Because of the passage of the Housing Law, widespread dissemination of information and technical assistance for owners' associations assumes even greater importance. OAR will seek additional funding to augment the program outlined in this application, by creating an information dissemination and training program for owners' associations in cities throughout Romania. An application will be submitted for this purpose to the Foundation for Development of a Civil Society. In addition, OAR will attempt to obtain additional funds from international donors and foundations for opening satellite resource centers to provide information and training on a regional basis.

Project Title: Establishing a National Resource Center for Condominium Owners' Associations
 Applicant Name: Opportunity Associates - Romania
 Project Period: From October 1, 1997 to September 30, 1998
 Budget Period: From October 1, 1997 to September 30, 1998

A. SUMMARY BUDGETS

1. Cumulative Line Items

Line Item	Total Expenses	Other Funding	Soros Funding
Equipment	\$ 2,450	-0-	\$ 2,450
Educational Materials	348	-0-	\$ 348
Staff	\$21,440	\$17,124	\$ 4,316
Consultants, experts	\$38,982	\$17,802	\$21,180
Transportation	\$ 2,726	\$ 2,558	\$ 168
Accommodations	\$ 6,180	\$ 5,990	\$ 190
Other	\$21,625	\$ 7,425	\$14,200
TOTAL	\$93,751	\$50,899	\$42,852

2. Other Funding Sources

Funding Source	Amount Required	Amount Given	Expected Date For Decision
USAID	\$20,935	\$20,935	—
FDSC	\$29,964	—	10/97 or 11/97

B. DETAILED BUDGET

1. Equipment	Quantity	Cost Per Unit	Total Cost
Computer	1	\$1,500	\$ 1,500
Fax/Printer/Copier HP	1	\$ 700	\$ 700
Installing telephone line	1	\$ 250	\$ 250
TOTAL			\$ 2,450
2. Educational Materials	Quantity	Cost Per Unit	Total Cost
Annual subscription to <i>Capital</i>	1	\$ 21	\$ 21
Annual subscription to <i>Tribuna Econ.</i>	1	\$ 21	\$ 21
Annual subscription to <i>Romania Libera</i>	1	\$ 85	\$ 85
Annual subscription to <i>Adevarul Econ.</i>	1	\$ 21	\$ 21
Legislative Software	1	\$ 200	\$ 200
TOTAL			\$ 348



3. Personnel		Daily Rate	Days	Total
Program Coordinator	\$86	26		\$ 2,236
Program Assistant	\$80	26		\$ 2,080
TOTAL				\$ 4,316
4. Consultants/Experts		Nr. of Persons	Daily Rate	Total
Expert/Legislation	1	\$ 60		\$ 60
Expert/Engineering	1	\$ 60		\$ 60
Expert/Municipal Government	1	\$ 60		\$ 60
Expert/Finance	1	\$ 60		\$ 60
Training Consultants	2 (30 days ea.)	\$ 83		\$ 4,980
Consultant - editing/ information specialist	1 (228 days)	\$ 70		\$15,960
TOTAL				\$21,180
5. Transportation & Accommodations		Nr. Of Persons	Cost/Person	Total
Hotel	1	\$35/day for 4 days	\$ 140	
Per Diem	1	\$25/day for 6 days	\$ 150	
Local Transportation	1	\$10/day for 4 days	\$ 40	
Round Trip Train Tickets to Braşov	1	\$28	\$ 28	
TOTAL				\$ 358
6. Printing		Quantity	Cost/unit	Total Cost
Renovation Manual	1000 copies @ 50 pages	\$5 each	\$ 5,000	
Brochure	5000 copies @ 10 pages	\$1 each	\$ 5,000	
TOTAL				\$10,000
7. Other				
Rent, utilities	12 months	\$200/mo.	\$ 2,400	
Office supplies	12 months	\$50/mo.	\$ 600	
Postage, mailing	12 months	\$100/mo.	\$ 1,200	
TOTAL				\$ 4,200
GRAND TOTAL				\$42,852